

2 January 2024

Markets Announcements Office  
ASX Limited

### **Cyber Incident Update**

Eagers Automotive Limited (ASX: APE) (“Eagers Automotive” or “the Company”) refers to its Response to a Cyber Incident brought to the market’s attention on 29 December 2023.

The Company announced on 29 December 2023 that it had experienced a cyber incident resulting in an outage that disrupted parts of the Company’s operations across Australia and New Zealand.

On detecting the incident, the Company took prompt action to isolate potentially impacted systems and engaged external experts to assist with managing the Company’s response to the incident. An investigation was launched at the earliest opportunity and Eagers Automotive continues to work to determine the extent of the incident and the impact to personal information.

The Company can now confirm that the incident involved unauthorised access to parts of the Company’s IT systems by a third party which accessed some data from our servers.

Based on investigations to-date, the Company is in the process of notifying a small number of individuals identified who may face serious risk of data misuse. The Company is committed to providing these affected individuals with the support and assistance they need as the Company works to respond to this incident.

If the Company detects that any further personal information has been impacted, affected individuals will be notified in accordance with the Company’s obligations and Eagers Automotive will provide support and guidance.

The extent of the operational impact of the outage is varied across regions and business units. The disruption is primarily impacting the Company’s ability to finalise transactions for certain new vehicles which have been sold and are ready for delivery, and some aspects of the Company’s service and parts operations.

The impact of the cyber incident is not expected to be material for the 2023 Financial Year.

As the investigation progresses, further updates will be provided to customers, employees, shareholders, regulators and other stakeholders.

The Company has notified the Australian and New Zealand Cyber Security Centres, and is notifying the Office of the Australian Information Commissioner and the NZ Office of the Privacy Commissioner.

-ENDS-

Authorised for release by the Board.

For more information:

Keith Thornton  
Chief Executive Officer  
(07) 3608 7110

Jon Snowball  
Domestique Consulting  
0477 946 068

[www.eagersautomotive.com.au](http://www.eagersautomotive.com.au)